

The Modern Medicine Group

7053 N. Cedar Ave., Fresno, CA 93720
Phone: 559-369-7787 | Fax: 559-753-8188

Clinic Policies and Patient Acknowledgments

1. All copays and unmet deductibles must be paid before the visit begins. Inquire with our front desk about payment plans if needed.
2. Any balance unpaid by the patient after 60 days will result in removal from our patient panel and a final 30-day medication supply will be sent.
3. We reserve the right to refuse treatment to anyone who displays threatening, abusive, or inappropriate behavior toward staff.
4. Controlled substances will not be prescribed on the first visit. Ongoing prescriptions may require monthly visits, drug screening, and compliance checks.
5. Patients must bring all current medications to their initial and certain follow-up visits or if requested by the physician.
6. Refills require a separate appointment (in-person or telemedicine). No exceptions.
7. Weight loss medications may not be covered by insurance. Patients must verify coverage themselves. Monthly check-ins with logs are mandatory once you are on our weight management program.
8. NO SHOWS 1st no-show = warning; 2nd = \$50 fee; 3rd = removal from our clinic roster. No-shows take away access from elderly and high-needs patients. You have 24 hours to cancel any appointments without a fee. Same day cancellations will incur a \$50 fee.
9. We assist in coordinating referrals, but patients are responsible for calling specialists and providing names, phone numbers, and addresses. REFERRALS ARE USUALLY SENT WITHIN 7 TO 14 DAYS OF YOUR INITIAL VISIT. TIMES CAN VARY BASED ON DEMAND.
10. Medicare patients meeting criteria will be automatically enrolled in our Chronic Care Management (CCM), Remote Patient Monitoring (RPM) and Advanced Primary Care

Management (APCM) program at no additional cost.

11. Same-day appointments and telemedicine visits are available; however, we are not an urgent care or emergency room and cannot guarantee that visits will be able to be scheduled the day of.
12. Form completion requires a \$75 fee per physician signature.
13. We are not obligated to provide care if we believe the therapeutic relationship cannot be maintained.
14. New patients are not seen via telemedicine for their first visit.
15. Cash pay patients must inquire about visit-based fees or our monthly membership plan (credit card on file required).
16. We attempt to remind patients, but it is the patient's responsibility to schedule and keep follow-up appointments.
17. Enrollment in our chronic pain or medical weight loss program requires a separate agreement with compliance monitoring.
18. All membership patients and some cash pay patients must maintain an active card on file.
19. All provider-related questions will require a billed appointment (telemed or in-person). Like attorneys and other professionals, physicians bill for time, complexity of care provided, and for our expertise.
20. We do not complete long-term disability or legal paperwork unless you've been an established patient for over one year. It is ultimately up to our physician.
21. We do not offer 24/7 patient messaging portals. All non-urgent matters require scheduled visits.
22. All Medicare patients are encouraged to complete an Annual Wellness Visit once a year and screenings. Preventive care is a core priority.
23. The practice may terminate care at any time with written notice for any valid reason, including repeated non-compliance or verbal abuse.
24. Our schedule may change at any time. Updates will be posted and patients notified in advance when possible.

25. If enhanced or extended access is requested, concierge services can be discussed for an additional monthly fee.
26. We submit claims to insurers on your behalf but are not responsible for insurer non-payment, delays, or out-of-network denials.
27. We provide outpatient primary care services. We do not manage acute emergencies, disability, legal evaluations, or workers' comp.
28. All providers at our clinic are board-certified physicians. You will not be seen by a nurse practitioner or physician assistant. We may occasionally have students or pre-med interns for shadowing purposes which we will attempt to notify you prior to having in the room.
29. All requests to adjust medications or doses require follow-up appointments. We will not alter treatment plans over phone or message unless it is a telemedicine appointment.
30. Labs, imaging, and referrals are ordered based on medical necessity. We do not guarantee insurance coverage for any specific test or referral.
31. The physician reserves the right to not order unnecessary labs, referrals, or medications that are not clinically justified.
32. All care decisions are made based on the physician's expertise, training, and licensure. Patients are expected to respect professional judgment.
33. These policies may be updated periodically. The most recent version will be posted and made available to all patients.
34. If you are hospitalized, we will coordinate with your hospital team but will not be involved in direct inpatient care. **YOU ARE EXPECTED TO HAVE A FOLLOW UP APPOINTMENT WITHIN 7 TO 14 DAYS AFTER ANY HOSPITAL OR ER DISCHARGE WITH OUR CLINIC FOR PROPER CARE COORDINATION.** Please call us when you are admitted or discharged from any such setting.
35. All accommodation requests (e.g., forms, letters, exemptions) must be approved by the physician and may not be granted.

Notice Regarding Scope of Care – Primary Care vs Urgent Care vs Emergency Room

Our Role: The Modern Medicine Group is a primary care clinic. We specialize in managing chronic illnesses, preventive care, medication management, and long-term patient relationships. We are not an urgent care or emergency room facility.

We do NOT: Provide walk-in acute care for non-established patients, manage emergency situations (e.g., chest pain, stroke symptoms), or offer 24/7 on-call services.

Differences in Scope of Services:

Primary Care: Continuity, chronic disease management, preventive care, referrals, labs.

Urgent Care: Walk-in visits for minor acute issues like sprains, colds, and minor injuries.

Emergency Room: Life-threatening issues such as chest pain, stroke, trauma, or severe breathing difficulties.

What You Should Do: If you are experiencing a medical emergency, call 911 or visit the nearest ER. For minor urgent issues, urgent care may be appropriate. For long-term care, follow-up, or chronic illness management, our clinic is the appropriate setting.

Patient Acknowledgment: I understand that The Modern Medicine Group provides primary care services only and is not intended to replace urgent care or emergency room services.